

General Leonard Wood Army Community Hospital Marketing Specialist, John D. Brooks 596-9632



For the most current news and information from the General Leonard Wood Army Community Hospital, visit our Facebook page at [www.Facebook.com/GLWACH](https://www.Facebook.com/GLWACH) and our website at [GLWACH.AMEDD.army.mil](http://GLWACH.AMEDD.army.mil).

## A Joint Commission Accreditation Survey was held at General Leonard Wood Army Community Hospital April 16-19

The General Leonard Wood Army Community Hospital invited the public to provide input about quality of care and safety of the environment in its hospital facilities during a Joint Commission accreditation survey held here April 16-19.

The General Leonard Wood Army Community Hospital is already an accredited by the Joint Commission, a nationwide organization which surveys over 20,000 healthcare facilities and programs about every three years for quality of care and safety of the environment issues in its hospital facilities.

Anyone with pertinent and valid information about quality of care or safety of the environment at the hospital's facilities had an opportunity to request an interview.

Interviews would be conducted by the Joint Commission's field representatives at the time of the survey.

Information presented at the interview will be carefully evaluated by the Joint Commission representative for relevance to the accreditation process.

The Joint Commission would acknowledge requests, in writing or by telephone, and would inform the hospital of requests for interviews.

The hospital would, in turn, notify the interviewee of the date, time and place of the meeting.

Results forthcoming.

## Safe drug take-back program drop-off sites available April 26

You can drop unwanted and old medications at the PX and Commissary on April 26 from 9 a.m. to 3 p.m.

Special containers are provided for proper disposal and law enforcement will be present.

Please leave medication in its original container and remove personal information.

Medications accepted are:

- Prescription information
- Controlled substance medication

- Medication samples
- Vitamins
- Medicated lotions/ointments
- Inhalers
- Liquid medication in leak-proof containers
- And unused and unopened transdermal skin patches

The following items are NOT accepted:

- Needles
- Thermometers
- Infectious waste
- Personal care products
- Business waste
- Aerosol cans

Safe Drug Take-Back programs are conducted several times per year to help keep dangerous drugs unavailable to children, off the street, and to protect landfills and water supplies from contamination.

Along with other duties to help keep us safe, law enforcement must monitor controlled substances, which is the reason for these events as opposed having a regular or permanent drop box for this purpose.

The Safe Drug program is a community partnership program coordinated and organized among several community agencies, in addition to law enforcement.

For more information, please call the General Leonard Wood Army Community Hospital Preventive Medicine department at (573) 596-4913.

## **We have a new radio spot format!**

Listen for our new radio spots at 8:30 a.m. Tuesday-Friday on 97.9, as well as at other various times on other stations who broadcast locally. Post PAO is helping us disseminate our new radio spots to every station we are able to receive here who will give us free air time.

By recording our own professional radio spots in house we are able to fit the recording of the show interviews into our staffs' schedules instead of dragging them down town to just one radio station to record a show that will be broadcast on just that station and their affiliate stations such as AM 1390.

Now, EVERY station that will give us free air time will play our shows.

This potentially increases our reach very significantly.

\*The reason that radio stations offer free air time for community news and information like this is to attract listeners to their stations. They welcome this kind of thing—and it's very easy to do.

If your organization would like to start doing this, please let me know and I'll point you in the right direction. We have some excellent folks out there at our local stations off post who really make this easy to do.

AND THEY DON'T RECORD LIVE SO THEY CAN EDIT ANY MISTAKES OUT BEFORE YOUR SHOW AIRS—NO WORRIES—VERY EASY!

It has been very beneficial to us—especially in getting information out to our beneficiaries in a semi-timely manner who don't use the Internet or Facebook.

## **Hospital Wins Prestigious DoD Patient Safety Award!**

By Stephanie Gilbert, General Leonard Wood Army Community Hospital

The General Leonard Wood Army Community Hospital was the only Army facility in the Department of Defense to win the annual DoD Patient Safety Award.

The coveted award recognized hospital staff efforts designed to decrease harm and improve care delivered within the Military Health System.

Col. Marie Dominguez, Hospital Commander, accepted the award for Capt. Gregory Hare, the project team leader who produced the winning paper.

The team's winning project was entitled, "Emergency Department Dispensing After Hours and Standardized Pediatric Weight-Based Order Sets."

The team, which consisted of Hare, the project lead and officer in charge of the Inpatient Pharmacy, Veronica Robinson, lead information technology specialist; George Detchemendy, clinical systems trainer; Dr. Gregory Claiborn, medical director of the emergency department; Randall Moore, supervisory nurse; and Brenda Helton, patient safety manager, who spent three-to-four months gathering information for the project.

By standardizing pediatric weight-based order sets and a definitive improvement in dosing, better accuracy involving pediatric patients has been the result.

The project submission was aimed to provide and increase patient safety as well as maintain Joint Commission and medication management best practices. The Joint Commission is a national accrediting body that inspects all Army and civilian hospitals to ensure continuous improvement of health care for all patients.

"The competition is one thing. It gets us recognized as the leader in Army patient safety and medication management. That's great—and potential enrollees need to know what outstanding and caring staff we have here at General Leonard Wood Army Community Hospital," said Hare. "But the team's goal—and our entire hospital staff's continual, every-day effort—is totally focused on our patients."

This certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meet the strict performance standards required by Joint Commission.

"Hospital staff can bear the brunt of patient frustration when the system comes up short through fluctuating healthcare budgets. Our staff is usually the middleman between patients and the changing healthcare system," said Hare. "So this award gives our staff a nice—and needed—pat-on-the-back, and recognition for providing the very best healthcare on the Army."

The other non-Army DoD installations awarded this year were the Naval Hospital Pensacola, and the Naval Hospital Guam.

(Editor's note: By Stephanie Gilbert, the assistant chief of the Pharmacy Division at General Leonard Wood Army Community Hospital)

## **"PCMH" Quality, Service and Access: Patient-Centered Medical Home**

Army Community Based Medical Homes increase access to primary care, expand the definition of healthcare quality and reinvest our commitment to customer service.

### **PCMH QUALITY**

In most healthcare systems, they don't engage their patients until the patient reaches out for care.

In the Community Based Medical Home..., the healthcare team develops a comprehensive care plan as soon as the patient enrolls and then proactively engages the patient as a partner in care.

Each day begins with a "Huddle", where the day's care plans are reviewed and discussed prior to meeting with you.

Contributions to the huddle come from a multidisciplinary team including the patient's primary care manager, team nurses, nurse case managers, behavioral health professionals, clinical pharmacists and others.

When a patient receives care outside of the Community Based Medical Home, in the emergency room, hospital, or sub-specialist's office, the patient's care team ensures that care is coordinated and integrated into the comprehensive care plan.

This focus on comprehensive, proactive care, team communication, and coordination of care advances our commitment to patient safety and healthcare quality.

### **PCMH SERVICE**

The Community Based Medical Home is committed to a higher level of customer service.

That higher level of customer service starts with same day service, giving you access to care when you need it.

From the way you are greeted when you enter or contact the clinic, to patient education, to your interaction with the healthcare team, we strive to build your trust in Army Medicine and make it easy for you to say that Army Healthcare is the best available.

In the Community Based Medical Home, you are an active partner in coordination, communication, and decision-making— you are the center of your own personal healthcare team.

## **PCMH ACCESS**

In a traditional healthcare setting, the only way to gain access to care is through a face-to-face visit between patient and healthcare provider.

We continue to believe that this encounter is the heart of the Community Based Medical Home experience.

The face-to-face encounter builds trust, improves communication, and lays the groundwork for providing continuous care by your personal healthcare team.

The Community Based Medical Home starts with the face-to-face encounter and expands from there.

Both patients and the healthcare team can take advantage of telephone and web-based communication to follow-up on health issues and concerns, share and update information, and coordinate care delivery.

In addition, we offer the opportunity for group visits, a coordinated interaction between the healthcare team and patients sharing the same condition.

Furthermore, you will have the option to interact with members of the extended care team such as pharmacists, behavioral health professionals, nurses, and others.

These expanded access options give patients more flexibility to manage their healthcare while ensuring access to the care they need.

**Retirees: Were you aware, as you were moving through the ranks, that Active Duty military received priority at military hospitals?** There are some interesting discussions on our Facebook page going on about this and how PCMH addresses the Continuity of Care issues we are all concerned about—here's a taste (below). **Check it out at [Facebook.com/GLWACH...](https://www.facebook.com/GLWACH...)**

...before I started working here, the way you just described it is how I thought things worked--but there is really no first or last! If you are a retiree and you need to be seen, you will be seen. Period. There is never any sort of denial of care going on.

What I was talking about was in reference to Primary Care Providers and AD vs. Ret. folks and who gets to get care where--on post vs. out in the covered network.

I didn't put enough thought into this to realize that, as a retiree, when budgets fluctuate based on troop strength, that I, as a retiree, would be caught in this expanding and contracting budget healthcare buffer zone, along with family members.

The way I see it, retirees probably have BETTER continuity of care--even with the fluctuating healthcare budget that caused the decision a few years ago that invited retirees to get their healthcare off post, out in the network, rather than on post.

The issue then was that there weren't enough appointments available for everyone on post. Today we have an abundance of available enrollment slots and we want those retirees back.

It's not about whether we care about folks--we DO. Now, PCMH lets us provide continuity of care in a new way--through the team-care concept.

Regardless, there is really no first and last--it just boils down to how much we must open up the off-post network care option based on our budget.

Everyone is going to get healthcare.

Continuity of care is affected by our healthcare budget for retirees, which sends them on and off post for healthcare based on budget fluctuation.

Continuity of care is affected by PCSing, TDYs and deployments for active duty and family members.

Continuity of care has always been a great concern for military folks, their families and retiree. But now we have PCMH and it really does work--according to our patients! We (Ozark Family-Centered Medical Home) were rated number one in customer service--in the whole Army--by our customers for two months in a row recently, a few months ago.

NUMBER ONE IN THE WHOLE ARMY BY OUR PATIENTS! That says something about the new PCHM healthcare model—IT WORKS! And it is currently being implemented throughout the rest of the General Leonard Wood Army Community Hospital!

So, to me, retirees need to snatch up these available enrollment slots on post and save--we still have no co-pays!

That's the way I see things as a retiree from the inside.

\*Also in reference to this, please be aware that **ENROLLMENT IS OPEN TO RETIREES and others**. Contact the United Healthcare appointment line for more information at (886) 299-4234.

## **New TRICARE Service Center located in the hospital—SLATED TO OPEN ON APRIL 1, IT IS STILL BEING CONFIGURED AND IS NOT OPEN YET.**

General Leonard Wood Army Community Hospital is proud to host a new TRICARE SERVICE CENTER (TSC) In Room 163-1. Directions: Enter the front door, turn right at the information desk, and turn right again at first hallway.

The new main\* TSC in the hospital offers:

- *TRICARE PRIME Enrollment to a GLWACH PCM!*
- TRICARE Benefits Interpretation
- TRICARE Network Referral Support
- TRICARE Claims Support & Resolution
- TRICARE References and General Support

\*PLEASE NOTE: The TSC in BLDG 470 remains, however it will serve primarily as an in and out processing site.

## **April:**

### **Alcohol Awareness Month**

Look for an article and listen for a radio spot from ASAP!

### **Spring Safety Month**

Look for an article and listen for a radio spot!

### **Sexual Harassment/Assault Response and Prevention (SHARP) Program**

DoD Sexual Assault Prevention and Response

<http://www.sapr.mil>

#### SHARP Program

<http://www.preventsexualassault.army.mil/>

## May is National Mental Health Awareness Month and Women's Healthcare month

**The Healthcare Consortium meeting** will be held on May 14 at 2:30 p.m., in room 155-21, which is the Commander's Conference Room located in the south west corner on the hospital's main floor.

The Healthcare Consortium serves as a consumer advocate board in which the unit and community representatives have direct feedback to the hospital Commander and her staff concerning the type and quality of care provided at the General Leonard Wood Army Community Hospital. It is a forum for beneficiaries to provide input to healthcare delivery policy and to promote communication between the medical treatment facility and its beneficiaries. This is a forum for outside input into process improvements for the organization.

General Leonard Wood Army Community Hospital intends to foster an environment of engaged and committed healthcare providers who are actively engaged with our patients, and are committed to providing well-coordinated care that promotes and optimizes health.

If you can provide input to healthcare delivery policy or process improvements, please consider attending this meeting.

This is not a session for individual patient complaints. For those we have our patient representative who will take care of individual issues. Please contact a Patient Representative at (573) 596-0045 or (573) 596-0681 or stop by the Customer Service Office in room 123 located next to the main bank of elevators.

Everyone is invited to attend the Healthcare Consortium meeting. Hope to see you there!

**Co-pay Prescription Costs: STILL NO CO-PAY!** Prescription costs are based on the type of prescription and where it's filled.

### Military Pharmacy

- \$0 copayment for up to a 90-day supply of most medications.
- Not all medications are available at military pharmacies. Call first to check availability.
- Non-formulary medications are not usually filled at military pharmacies.

Home Delivery: You may receive up to a 90-day supply for most prescriptions at the following costs:

- \$0 for generic formulary medications
- \$13 for brand-name formulary medications
- \$43 for non-formulary medications, unless you establish medical necessity

Network Pharmacy: You may receive up to a 30-day supply of most medications at the following costs:

- \$5 for generic formulary medications
- \$17 for brand-name formulary medications
- \$44 for non-formulary medications, unless you establish medical necessity

If you want to have a 90-day prescription filled, you will pay the copayment for each 30-day supply

## United Health replaced TriWest as of April 1, 2013

See our Facebook page for more information and look for an article/listen for a radio spot from soon! Visit <http://www.uhcmilitarywest.com/> and click on the Welcome Package link for complete information now. Call (866) 299-4234.

**TRICARE Online** provides secure access to online features for DoD beneficiaries receiving care through a Military Treatment Facility (MTF).



### Appointment Center

Visit the Appointment Center to schedule, view, cancel, and receive up to three email and three text message reminders for both Primary Care and select self-referral specialty appointments on behalf of yourself, other adult family members (who have granted access), or minor children (under 18 years of age).



### Secure Messaging

Secure Messaging is a system for you to communicate securely with your health care team. Please go to your respective service link to learn more about the Secure Messaging registration process. As we are rolling out Secure Messaging, all providers and their health care support teams may not be available. Please contact your Military Treatment Facility to see if your provider is online. Once registered, use the Secure Messaging link inside TOL to access your associated Patient Centered Medical Home (PCMH) website. Use your id and password to log in and begin communicating with your health care team.



### Prescription Refill

Go to Prescription Refill (Rx) section to refill up to ten prescriptions for pick up at your local MTF pharmacy or check the status of your prescriptions. You can also access the TRICARE Mail Order Pharmacy [TMOP] website.



### Health Risk Assessment

Use the Health Risk Assessment (HRA) feature to participate in automated, self-reported health information surveys. These assessments are the core of the MHS self-reporting strategy and help identify preventative health care needs and high-risk health behavior.



### Blue Button

Use the Blue Button feature to securely view, download (pdf or text format), or print your personal health data including: your lab results, allergy profile, medication profile, problem lists, and encounter data.

To access these features, please log into TOL using your CAC, DS Logon or DFAS MyPay account. To learn more about DS Logon or obtain a DS Logon account, please visit the DEERS DoD Self-Service Access Center. To access general DoD beneficiary information, please visit [www.tricare.mil](http://www.tricare.mil).

## Optometry Clinic

All beneficiary categories (Active Duty, Family Members, Retirees, and their Family Members) can be seen for appointments in Optometry at the hospital. Book online or call (573) 596-0048 or the TRICARE appointment line.

## Fed Debt Collections Changes UBO

### GLWACH Implementing New Debt Management System

As of Jan. 30, 2013, at the direction of the U.S. Army Medical Command Chief of Staff, General Leonard Wood Army Community Hospital patient medical bills that were more than 90 days past due were transferred to the US Treasury Department for collection.

Once transferred, General Leonard Wood Army Community Hospital will no longer be able to accept payments or negotiate a repayment plan. The patient will be required to contact the US Treasury Department's FedDebt division at (888) 826-3127 to settle their debt with the US Government. In addition, the US Treasury Department will apply fees, penalties and interest to debt transferred for collection.

All Military Treatment Facilities implemented the FedDebt program Jan. 30, 2013. This new business practice will expedite the collection process, improve the internal controls for out-of-service debt management, reduce costs, and provide an improved audit trail.

For more information, please contact the General Leonard Wood Army Community Hospital's Treasury Office at 573-596-0051 or 0493.

## Pregnant?

Do you, or does someone you know, fall into any of these categories?

- Daughter of a Retiree
- Daughter of an Active Duty Service Member
- Daughter of a Former Active Duty Service Member
- Pregnant and Former Active Duty Service Member
- or if you've lost coverage before your due date

If you answered yes to any of these questions, there is a chance your medical care is NOT covered. However, you may qualify for "Secretary of Army Designee Status" (a benefits extension program). We are actively engaged to ensure you receive the best healthcare and the best possible outcome. We really care about you!

Stop by the Patient Administration Division office in room 163-03, located near the hospital Information Desk, and let us help you ensure you're qualified for care here, or call 573-596-0490

## Product recalls

Please check our Facebook page for select product recalls affecting our area, and our website for the link to the Consumer Product Safety Commission for complete recall information.

**The Veterinarian Clinic** on post is a General Leonard Wood Army Community Hospital entity and we have recently began putting photos and information on Facebook, thanks to our pet adoption volunteer, Diane Haedte, for the purpose of getting word out about lost, found and adoptable pets available here on Fort Leonard Wood. The Veterinarian clinic is part of the General Leonard Wood Army Community Hospital, so we are providing an update with photos about once per week on our Facebook page.

## TRICARE On-Line:

- New **TRICARE On-Line** info is posted on our Facebook page—please take a look!
- **Smartphone Apps** are available to access TRICARE Online
- Use your MyPay login to access **TRICARE On-Line** for best results
- There is a Tri-West story about TRICARE Prime fees changing on our Facebook page.
- [www.TRICARE.mil](http://www.TRICARE.mil) or (866) 299-4234.

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